

The Eagle

Newsletter for Veterans, Stakeholders, and Employees of the
Coatesville VA Medical Center



Spring 2021

Expanding Eligibility for COVID-19 Vaccination

Our medical center expanded COVID-19 vaccination to All Veterans, including those who are not enrolled or eligible for VA health care, to Veteran spouses, to Veteran caregivers, and to CHAMPVA beneficiaries, as defined by the SAVE LIVES Act.

Veterans:

Anyone who served in the U.S. military regardless of their Character of Discharge.

Members of and retired National Guard, Reserve, and Coast Guard.

Spouses:

Spouse is defined to include marriage, same-sex and common-law marriages. This includes the widow/widower of a Veteran.

Caregivers:

For vaccine eligibility, caregivers are defined as a family member or friend who provides care to the Veteran. Caregivers may help the Veteran with personal needs like feeding, bathing, dressing, or helping with tasks like shopping or transportation.



The Phipps and Gardiner family took advantage of the opportunity to get vaccinated at the Coatesville VA Medical Center under the SAVES LIVES Act, which expands the COVID-19 vaccination eligibility to all Veterans, spouses and caregivers of Veterans.

90 YEARS

in Service of our Veterans

Our hospital history spans 90 years! Ground was broken on July 1, 1929 with the hospital officially being opened to admit patients on November 11, 1930. However, the construction of the hospital wasn't fully completed until shortly before the dedication on May 12, 1931. To view more historical details, we welcome you to stop by building 3 waiting room, to view our newly wall-mounted historical panels on display.

**Please help encourage those
who are now considered
eligible for the COVID-19
vaccination to schedule an
appointment by calling (610)
384-7711 extension 5110.**



U.S. Department of Veterans Affairs

Veterans Health Administration
Coatesville VA Medical Center

Mental Health Intensive Case Management (MHICM)


MHICM is a community-based program run by Coatesville VA Medical Center and provides the following services:

- MHICM services are provided to better support recovery from mental illness and to support independent living in the community.
- It provides case management services to eligible Veterans in their homes, incorporating family and community support.
- Assists with medication management.
- Provides assistance in applying for needed benefits.
- Services are provided by a team of health care professionals.
- Ongoing counseling and assistance regarding family issues, finances, housing alternatives, social skills and activities of daily living.
- Referral to vocational assessment and counseling.
- Crises management.
- Coordination of primary medical and mental health care.

MHICM is a very holistic program focused on the whole health of our Veterans. We can offer individualized care and treatment plans that meet the Veteran where they are in their recovery process. The manageable caseload allows the MHICM team an extensive knowledge of all aspects of the Veteran's life and intensive monitoring, that affords the team the opportunity to recognize a decline early so that the team may advocate for early intervention, medication changes, and additional services as needed.

The Psychosocial Rehabilitation & Recovery Center (PRRC)

PRRC is a transitional education center with the chief aim of promoting recovery, education, and community integration for those Veterans who are diagnosed with a severe mental illness which has significantly impacted their life. The PRRC is curriculum-based, specifically designed to teach Veterans the skills that are necessary for their self-chosen mental health recovery and community goals. Veterans have the opportunity to define and pursue



“MHICM has done a lot for me. It keeps me from backsliding and ending up in the hospital. MHICM has saved my life a few times when I was in trouble.”

a personal goal for their future, which is based on their identified strengths and self-chosen values, interests, and personal goals. Veterans who are in PRRC will have access to support, education, and effective services that improve their lives.

Great Achievement by MHICM & PRRC -- MHICM and PRRC were surveyed by the Commission on Accreditation of Rehabilitation Facilities (CARF) in January 2021. An accreditation from CARF demonstrates that a provider is committed to continuously improve service quality and focuses on the satisfaction of their patients. The CARF survey took place over the course of two days, examining conformance to their standards which monitor the value of care delivered. CARF granted both programs a three-year accreditation, which is the highest level of accreditation offered. Additionally, both the MHICM and PRRC did not receive any recommendations (findings) from the survey, which is only achieved on three percent of CARF surveys. The survey highlighted the strong Veteran-centered care occurring within the PRRC and MHICM programs.

For Eligibility for MHICM
please ask your VA health care provider

Virtual Wellness Presentations Available:

Get Fiber Fit

Thursday, June 17 from 1 pm - 2 pm

Parenting Tips & Coping with Stress as a Family

Thursday, June 17 from 5 pm - 6 pm

These presentations will be conducted via Webex and are free/open to everyone. To register, please contact Megan Walton at Megan.Walton@va.gov or (610) 383-0297

Coatesville VA Priorities for 2021 - 2022



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Patient Satisfaction and Quality Care

- Ensure every Veteran has a "Positive Patient Experience" at the Coatesville VA and community clinics
- Ensure every Veteran feels welcomed, valued, and appreciated
- Achieve exceptional patient satisfaction and Veteran trust scores
- Achieve exceptional outcomes from external survey/review organizations [i.e. Joint Commission (JC), Commission on Accreditation of Rehabilitation Facilities (CARF), Long Term Care Institute, (LTCI)]

Employee Satisfaction and Engagement

- Ensure every employee feels valued, appreciated and included
- Ensure every employee has the resources and tools they need to perform their job well
- Ensure every employee has access to education, training and mentoring programs and have equal opportunity for advancement
- Improve our "All Employee Survey" scores in the areas of communication, engagement, diversity and inclusion

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Workload Expansion

- Increase the number of Veterans we have the privilege of serving through outreach
- Provide ready access in Primary Care & Behavioral Health for newly enrolled Veterans
- Expand specialty services available here at Coatesville & community clinics by working with eastern market facilities Philadelphia, Wilmington, Lebanon & Wilkes-Barre
- Evaluate expansion of specialty services at community clinics i.e. audiology, optometry, chiropractic, etc.
- Support eastern market facilities by offering services we specialize in like Residential Treatment Programs, inpatient Mental Health, outpatient Mental Health services via video and telehealth, and nursing home care (CLC)

Campus Modernization and Space Planning

- Create a modern, welcoming and therapeutic environment for providing exceptional care to our Veterans
- Develop a 7-10 year master space plan for the Coatesville VA campus
- Create a modern efficient workspace in which our employees are proud to work

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Proudly Serving our Veterans

1-800-698-2411

You only need one number for information on VA care, benefits, and services or to speak to a live agent for assistance!

**LIVE ASSISTANCE**
General information, directory assistance and technical support for VA.gov

**VA HEALTH CARE**
Eligibility, enrollment, locations and COVID-19

**COMMUNITY HEALTH CARE**
MISSION Act eligibility, copayments

**NATIONAL CEMETERIES**
Burial benefits, interment scheduling and headstone/Veteran marker

**VETERANS CRISIS LINE**
Immediate connection to caring, qualified responders



**DEBT MANAGEMENT**
Debt details, payment options and debtor rights

**FACILITY LOCATOR**
Locations of medical centers, benefits offices or cemeteries

**BENEFITS ASSISTANCE**
Information about a variety of VA benefits

**HOMELESS VETERANS LINE**
Information and support for homeless and at-risk callers

**COVID-19 INFORMATION**
Frequently asked questions and live assistance for COVID-related questions

Connect with us at
www.coatesville.va.gov
and on Facebook



For updates about our medical center operations, please view the **"Alert"** & **"Local Alerts"** section on our website www.coatesville.va.gov.

